

North Yorkshire Police and Crime Panel



Key Messages from meeting

17 May 2018

101 performance and Force Control Room investment

Call waiting times and abandonment rates for the 101 service have improved on last year, but the latter still remain relatively high, with abandonment rates of 17% and 27% in February and March 2018, respectively. The Panel asked what level of abandonment would be considered to be “good” by the force. The Deputy PCC advised that there are no national benchmarks for 101. However, an abandonment rate of 25% is considered unacceptable and something closer to 10% might be considered “good”. Nationally, demand for both the 101 and 999 services remains high and the PCC is expecting demand for both to peak over the summer months. The measures put in place by the PCC in recent months, such as Queue Buster (call back facility) and a switchboard have helped to deal with increased demand and call waiting times.

The PCC’s investment of £3m into the Force Control Room (FCR) is planned to ensure that sufficient staff are recruited and appropriately trained to deal with calls for 101 and 999 by the summer. The investment will be taken from the Policing Priorities Fund, which has been created from the precept uplift this year. The Panel were given reassurance that this investment will not impact on the PCC’s plans for investment into other areas, as promised in February, such as victims’ services.

Changes to police complaints handling

The PCC outlined her proposals for changes to the way that police complaints are handled, following changes in legislation which give PCCs the potential to take on a bigger role in this process. The PCC feels that the current system is unclear, ineffective and doesn’t allow people to make complaints about service failures, just about individual officers.

The PCC would like to take on the fullest role possible, which would involve creating a team to receive, record, triage and resolve certain complaints, as well as acting as the single point of contact for a complainant. The PCC would also like to commission an independent person to deal with the appeals process, which currently sits with the Chief Constable. Certain complaints under this model would still need to be dealt with by the Professional Standards Department within the force, or the Independent Office for Police Conduct. The PCC felt the proposed changes would also enable her team to get a better understanding of trends than is possible currently and as such better scrutiny of police practice. The PCC will be sharing her business case for the proposals with the Panel when ready, with the aim of getting some changes in place for the autumn of 2018.

Next meeting – 19th July 2018, Selby District Council, Selby

To see details of future meetings, view copies of past agendas and papers please visit

<http://democracy.northyorks.gov.uk/committees.aspx?commid=14>

Any enquiries should be directed to the Panel Secretariat via nypcp@northyorks.gov.uk